



**DEPARTMENT OF BUILDING SURVEYING  
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING  
UNIVERSITY TEKNOLOGI MARA  
SHAH ALAM.**

***Hygienic Maintenance in Hypermarket***

**NURAEIDA BINTI MD SHAH  
2004110679  
BACHELOR OF BUILDING SURVEYING (HONS)**

**DISSERTATION REPORT  
SESSION NOVEMBER 2005 – OCTOBER 2006**

## **DECLARATION**

**"I declare that this Dissertation is the result of my own research and that all  
sources are acknowledged in the references"**

**Student's Signature** : .....

**Student's Name** : Nuraeaida Md Shah

**Date** : 12th Oct. 2006

## **1.0 INTRODUCTION**

In commerce, a hypermarket is a store which combines a supermarket and a department store and specialty stores under one roof. The result is a gigantic retail facility which carries an enormous range of products under one roof, including full lines of fresh groceries and apparel. When they are planned, constructed, and executed correctly, a consumer can ideally satisfy all of their routine weekly shopping needs in one trip to the hypermarket. Hypermarket can received more than 10 000 customer in a day. Every one seconds break will cause a million ringgit loss to the company. So, it needs a good planned maintenance system to overcome all the complaints or the damage without restrained the activity and the function of hypermarkets' itself. It also must concerned of their names to make sure the customer will come back to buy products from them. Therefore they must fulfill and satisfy the customer needs.

The availability of various selections of goods and the convenience offered by the hypermarket in reference to the clean, comfortable place, fresh and safe products makes customers enjoying to shopping and still coming every years.

There are four famous hypermarket chains in Malaysia, such as Makro Hypermarket, Tesco Hypermarket, Giant Hypermarket and Carrefour Hypermarket.

## **LIST OF CONTENTS**

Acknowledgement

List of contents

List of figure

List of table

### ***CHAPTER 1***

1.0	Introduction	1
1.1	Issue	2
1.2	Objective of study	4
1.3	Scope of study	5
1.4	Limitation of studies	6
1.5	Methodology of study	7
1.6	Arrangement for each chapter	9

### ***CHAPTER 2***

2.0	Introduction	
2.1	Definition of hypermarket	11
2.2	Incorporation, capital, equity structure conditions	11
2.3	Operation conditions	13
2.4	Environment and public interest conditions	14

### ***CHAPTER 3***

3.0	Introduction	15
3.1	Definition of hygienic	17
3.2	Hygienic practices	18

3.3	Malaysian Standards: General principles of food hygiene (MS 1514: 2001)	21
3.3.1	Primary productions	23
3.3.2	Establishment of design and facilities	23
3.3.3	Equipment	24
3.3.4	Internal structure and fittings	25
3.3.5	Facilities	26
3.3.6	Controlling	30
3.3.7	Key aspects of hygiene control systems	32
3.3.8	Packaging	36
3.3.9	Water	36
3.3.10	Management and supervision	38
3.3.11	Documentation and records	38
3.3.12	Recall procedures	38
3.3.13	Establishment for maintenance and sanitation	39
3.3.14	Establishment of personal hygiene	45
3.3.15	Transportation	48
3.3.16	Product information	50
3.4	Maintenance	53
3.4.1	Definition of maintenance	53
3.4.2	Type of maintenance	54
3.4.3	Two types of maintenance systems	55
3.4.4	Classification of maintenance	62
3.4.5	Controlling germs and cross infection	64